



Operational Service Plans

Department:	Economic Assistance – Child Support	Date:	6/17/20 kjn
Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)			
Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).			

- **Function A: Collections on child support orders**
 - Collections will continue via income withholding and various other payment methods available to Non-Custodial Parents
- **Function B: Redirection of support for IVE and non-IVE cases (foster care) and eligible relative**
 - Automatic redirection of support will continue when possible
 - New cases requiring a court order will be on hold
- **Function C: Checking and distributing messages on the Child Support 952-496-8183 line**
 - Case Aides and Supervisor will continue to monitor line and distribute as usual
- **Function D: Paternity establishment**

Scott County CS employees schedule all appointments for genetic testing. When testing can be scheduled at an approved LabCorp testing site away from the Government Center, that will be the first preference for services. For those unable to get to an approved testing site, Scott County Child Support will offer in-person genetic testing, by appointment only.

Clients/customers who are not referred to a LabCorp site, they will be asked if they are comfortable completing the testing in their vehicles. If so, testing will occur in the parking lot. If clients are not comfortable, or if weather is poor, they will be offered an appointment in building.

In-Person Genetic Testing

- In person genetic testing will begin upon approval of this plan.
- One Case Aide is assigned to schedule and conduct genetic testing; all staff are trained and can provide coverage if needed
- To reduce in-person process, all required information will be obtained, and documents completed by county staff prior to the testing appointment.
- All in-building testing appointments will be conducted in one of three designated spaces on the first floor of the Government Center.
- At least 30 minutes will be allotted for each appointment to ensure proper sanitation between meetings.

Appointment setter

Employees setting appointments for clients/customers will conduct a health screening using the current Covid-19 Visitor/Employee Health Screening Tool provided in the Health and Safety section of the County COVID-19 Site.

- If the client/customer provides a positive response (yes) to any of the health conditions questions, the appointment cannot be made.

- If the client/customer does not have any of the symptoms identified, the appointment setter will continue with the minimum department script including:
 - The expectation that all customers/clients cancel their appointment if any of the symptoms are present the day of the appointment.
 - Masks are required when entering and while conducting business in County facilities.
 - Only the clients that needs to be tested will be allowed to enter the facility unless an exception has been approved prior to the appointment.
 - Client/Customers must remain in their vehicle in the parking prior to their appointments. Congregating on County grounds, including sidewalks and parking lots is not allowed.
 - An explanation of the specific paperwork required for the service provided.

Appointment Contact and testing

- CS employee will call the client on their cell phone, directing them to remain in their car if testing is occurring outside. If testing is going to occur in the building, CS staff will direct the customer to the customer service entry of GC1.
- If customer is not in the parking lot at the time of that call, the appointment may be cancelled at the discretion of the CS staff
- At a minimum the CS employee greeting the client for in-office appointments will wear a facemask.
- CS employee will ensure the client is wearing an appropriate face mask. If not the CS employee may offer a mask if one is available.
- CS employee will ask the Covid-19 Health Screening and visually observe subject for signs or symptoms of illness.
- If there are no health-related concerns they will proceed:
- In addition to a facemask, CS employees are required to wear a face shield and gloves while performing or observing the process of obtaining and packaging the genetic material.
- The CS staff person will supply the client with the swab and envelope required for testing.
- The client will move their mask enough to obtain an observed sample
- Remaining close enough to observe, but maintaining a 6' distance when possible, the CS employee will watch as the client swabs their own cheek, places the swab in the envelope provided.
- The client will then seal the envelope before returning it to the CS employee.
- The client will put mask back in place.
- Once the process is complete, the CS employee will remove gloves and shield and escort the client back to the exit and return to sanitize the room.

Cleaning regiment has been established

- All surfaces and equipment will be wiped down by staff after each appointment with bleach solution and paper towels.
- Hand sanitizer will be available for visitors to use – use will be encouraged
- All supplies will be kept in a travel bucket used for Genetic Testing. Pens will be available by request only and will be wiped down after each use.
- Time will be built in between appointments to sanitize the room

Post Testing Legal Document handling

Several weeks after genetic testing is complete, and the results are returned, an in-person meeting is required to sign and notarize legal documentation needed to obtain a Court order establishing paternity.

Appointment setting:

- Appointments for documentation notarizations will be made using the same process listed in the genetic testing process.
- If there are no health concerns the meeting will be scheduled for a minimum of 15 minutes

Appointment contact:

- Whenever possible, document signing and notarizing will be conducted outside.
- Initial appointment contact will follow the same process followed when conducting genetic testing.
- If there are no health concerns the customer can remain in the vehicle and a CS still will come out and notarize documents. In the rare instances where in-office meetings are necessary, the client/customer will be escorted from the customer entry to the hall countertop outside Community Development.
- The CS staff member and the customer will review, sign and notarize the required legal documents.
- Once complete, the customer will be escorted to exit through the Customer Service exit.
- The CS Staff will complete the appointment by cleaning the counter area with bleach solution and water.

- **Function E: Establishment of child support order**

- If parties come to an agreement, we can move forward with the process
- We can proceed by default and if either party contests, this will be put on hold until a court hearing can be held
- All other establishment cases requiring a court hearing will be put on hold

- **Function F: Enforcement of court orders**

- Modification of support orders can proceed if there is an agreement between parties; if either party contests, this will be put on hold until a court hearing can be held.

- **Function G: Legal enforcement remedies**

- New actions for enforcement remedies have been suspended

- **Function H: Process and scan all incoming mail, faxes and documents received on State printer**

- Staff will continue to date stamp and scan all documents into CaseWorks

- **Function I: Ongoing case maintenance and management functions**

- Staff will continue to perform all case maintenance and management functions until waived or otherwise directed by the State; all can be done electronically or by phone
- If additional documentation is needed from the client, they may send in electronically, mail or drop off in the drop box at the Government Center

- **Function J: Child Support payments**

- Acceptance of payments at 3rd floor HHS front desk or 1st floor Customer Service desk is suspended
- Payments may be dropped off at drop box if Non-Custodial Parent so chooses; other payment options remain available

Level of Staff Changes and Resource Needs

Describe staff changes based on your department's functioning under the "new normal" (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

Please note a few items that apply to all functions: 1) Most Child Support Officers will be working from home with all necessary equipment and supplies, 2) Case Aides will remain in the office to process and scan all documents into CaseWorks, and to assist with other mailings and administrative needs, 3) Supervisor may work from home occasionally, 4) Hand sanitizer, wipes, shields, and gloves are available to all staff as needed (0-10 gloves would be used in a week)

- **Function A: Collections on child support orders**

- No changes at this time
- Coverage will be provided as needed
- **Function B: Redirection of support for IVE and non-IVE cases (foster care) and eligible relative**
 - Currently this is a centralized function assigned to one Child Support Officer
 - If needed, cases would be redistributed to other workers
- **Function C: Checking and distributing messages on the Child Support 952-496-8183 line**
 - We have the ability to make this line available to all staff if coverage is needed
- **Function D: Paternity establishment**
 - One Case Aide is assigned to schedule and conduct genetic testing; all staff are trained and can provide coverage if needed
 - PPE used for genetic testing will include face masks, face shields; sanitization products and gloves
 - Two Child Support Officers are currently responsible for this and can cover for one another (refers to legal part of establishment; no changes)
 - Two other Child Support Officers have limited training in this function and can provide coverage if needed (refers to legal part of establishment, no changes)
- **Function E: Establishment of child support order**
 - Two Child Support Officers are currently responsible for this and can cover for one another
 - Two other Child Support officers are trained in this function and can provide coverage if needed
- **Function F: Enforcement of court orders**
 - Seven Child Support officers are currently responsible for this and can cover for one another
- **Function G: Legal enforcement remedies**
 - n/a as they are suspended at this time
- **Function H: Process and scan all incoming mail, faxes and documents received on State printer**
 - Case Aides will remain responsible primarily for this
 - Child Support Officers will provide coverage as needed
- **Function I: Ongoing case maintenance and management functions**
 - Supervisor will stay well-informed of waivers issued by the Department of Human Services or by the MN Judicial Branch and will ensure staff is compliant with any policies or procedures that have temporarily changed
 - Supervisor will monitor timelines and make adjustments as necessary
 - Coverage will be provided as needed
- **Function J: Child Support payments**
 - Payments made via drop box will be processed by Case Aides and Accounting as usual
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Adherence to Governor's Executive Orders

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- **Ensuring sick Employees stay home/Identifying sick Employees**
- Prior to leaving for work, employees are required to perform a self-assessment using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site.
- If the employee provides a positive response (yes) to any of the health questions, the employee should remain at home and contact their supervisor

- If an employee presents any of these symptoms while at work, they will immediately report their condition to the supervisor. If the employee is deemed *sick*, they will be removed from their worksite and sent home or isolated until they can leave work.
- Employees who present these symptoms following a work shift (prior to reporting for another shift) will contact their supervisor. They will be directed to remain at home and the Occupational Health Nurse will provide guidance.
- In accordance with CDC guidance, the workstation and equipment used by an employee with these COVID-19 like symptoms will be taken out of service and not used for at least 24 hours. At the end of that period, the area and equipment may be sanitized using routine cleaning procedures.
- In any case, when the employees' worksite/station and equipment used cannot be taken out of service for the required 24 hours, the area and equipment must undergo a deep cleaning procedure, following CDC guidelines, prior to being used by other employees.

Identifying Sick Clients:

- A client who reports an illness or presents covid-like symptoms while receiving services in a Scott County Facility, will be escorted out of the building or isolated until transportation can be arranged. The areas and equipment used by the client will be isolated and taken out of service for at least 24 hours. Areas visited or used by the ill clients must be disinfected before allowing other client to enter those areas. Following the 24-hour period, the workstation and equipment must be sanitized using routine cleaning procedures.

Training/Communications:

- This Operational Service Plan has been communicated to all departmental employees and necessary training is provided to all staff conducting services, including back-up functions. Additionally, all employees will receive ongoing safety and procedural updates as needed.
- Managers and supervisors are responsible to monitor the implementation and effectiveness of this plan, and to make recommendations for improvement based on their observations, or the input and observations of department staff. Supervisor will develop a plan to visit the site either virtually or in person on a regular basis.
- This plan has been posted on the County SCOOP site and is available to all employees.

Enforcement:

- Managers and employees are responsible to monitor and enforce safety processes. Coaching and corrections will take place when violations occur.

Discontinuation of Services / Shut down:

- If illness, contamination or other conditions reduce the minimum resources or employees required to provide services in a manner consistent with this Operational Service Plan, the service will be discontinued, and notices given to customers/clients and staff.

Division Director Comments

Strategic Branch Comments

County Administrator Comments

County Administrator Signature _____ Lezlie Vermillion _____

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

Because the District Court have begun reopening, paternity filing, previously on hold, will now continue. In anticipation of that, and because genetic testing is a critical component of paternity identification, we would like to ensure this testing is completed so cases can move forward.